

1.4.4 Receiving Complaints

<i>Policy</i>	To ensure the integrity of our operations and personnel, the UMBC Police Department investigates ALL allegations of misconduct, regardless of the source.
<i>Confidentiality</i>	Complaints must be treated as confidential information by agency personnel who receive them and will not be discussed with personnel against whom complaints are made or anyone not authorized to have such information.
<i>Confidentiality</i>	No member will violate the confidential nature of a complaint investigation by notifying anyone other than the Deputy Chief of Police of a complaint or allegation. To do so would harm the integrity of the investigation, which may disable a later investigation. Any member violating this clause will be punished, including dismissal from the agency. This includes cases where the complaint is dismissed. The failure to maintain confidentiality constitutes a separate violation of our Rules and Regulations Manual. Once the Deputy Chief of Police assigns the investigation, members may discuss the matter only with the assigned investigator, who will order them not to discuss the matter without further permission.
<i>Complaint forms</i>	Will always be available at Headquarters. These forms contain instructions on procedures to be followed in registering complaints against the agency or its employees. Form # 89 Citizen's Complaint
<i>Complaint forms may be submitted personally or by mail</i>	Complaints may be typed or handwritten. Handwritten forms should be legible and written in ink. Additional sheets of paper may be used should complaints require more space than is on complaint forms.
<i>Complainants should complete complaint forms</i>	We want their statements of events in an unfiltered form. However, in situations where complainants cannot or will not complete complaint forms, supervisors will record complaint details on complaint forms and submit them.
<i>Complaints may be received by telephone, or internet, or by mail without the complainant's signature</i>	Agency personnel receiving telephone complaints should make every effort to identify complainants so they may be re-contacted. Additionally, the public may offer comments, praise and criticism or file complaints regarding our agency through the UMBC Police website. Police.umbe.edu The forms and the process are listed on the site.
<i>Complaints received from anonymous sources</i>	May be the only information that could reveal serious misconduct. Employees receiving anonymous complaints should advise complainants of the formal complaint procedures and attempt to obtain their identities. If unsuccessful, employees should obtain as much information as possible in order to provide the Deputy Chief of Police sufficient information to determine a course of action. Additionally, information gained during an investigation may prove or disprove an anonymous complaint. Failing to investigate anonymous complaints may hurt our employees and damages our reputation.
<i>Receiving Officer procedures</i>	When complaint forms are submitted at Headquarters: <ol style="list-style-type: none"> 1. Sign, in receipt, for the complaint; 2. Provide a copy to the complainant; and 3. Place originals in sealed envelope and forward to the Deputy Chief of Police.
<i>Intent of internal investigations</i>	Nothing precludes the agency from investigating allegations against employees received from any source consistent with law, when it is determined that such investigations are in the best interests of the agency.